



POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and Economic Development

Division: Economic Development

Business Unit: Finance and Business Services

Position Title: Senior Business Services Officer – Business Improvement

Position Number: P54238

Classification: ASO 6

Location: Canberra City

Security Clearance Required: No

Last Reviewed: May 2026

DIRECTORATE OVERVIEW

The Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the public sector and works collaboratively both within government and with the community to achieve positive outcomes.

As a central agency, CMTEDD provides strategic advice and support to the Chief Minister, the Directorate's Ministers and the Cabinet on policy, economic and financial matters, service delivery, whole of government issues and intergovernmental relations. The Directorate facilitates the implementation of government priorities, drives initiatives as well as leads the strategic direction for the ACT Public Service (ACTPS), to ensure that it is well positioned to perform its role.

DIVISION OVERVIEW

The role of Economic Development is to facilitate the diversification and strengthening of the ACT economy as well as the creation of a vibrant community that will attract and retain people in the city.

Economic Development is made up of the following business functions:

- Innovation, trade, investment and general business development
- Higher education (including vocational education and training)
- Tourism and major events
- Arts and culture
- Sports and recreation
- Major venues
- Strategic Infrastructure Coordination.

Economic Development also has responsibility for coordinating and delivering a range of key strategic initiatives and major projects.

BUSINESS UNIT OVERVIEW

The Finance and Business Services Team supports Economic Development to deliver the ACT Government's objective of diversifying and strengthening the ACT economy to create a vibrant community for Canberrans and for people visiting Canberra.

The Finance and Business Services Team is responsible for the following functions:

- Financial services;
- Grants and procurement support and administration;
- WHS and HR advice and support; and
- Systems/business improvement solutions and management.

POSITION OVERVIEW

This position is key to the provision of high-quality administrative and business services advice and support to the business units within ED.

POSITION OVERVIEW: WHAT YOU WILL DO

1. Contribute to improved ways of thinking, engaging, and delivering to assist ED business units. This includes leading and facilitating collaborative business process mapping sessions and exercises to inform robust corporate processes and procedures.
2. Deliver a high standard of customer service for internal and external clients.
3. Assist with the development, improvement, and delivery of high-quality business services for the division. This includes using available systems to increase efficiency and strategically streamline processes and procedures.
4. Assist with the management of systems-related change for ED. This includes, where required, becoming a subject matter expert/contact point for new or revised information management or other online systems such as SharePoint.
5. Be trusted internally and externally and contribute to a workplace where people are encouraged to improve business results and enhance organisational culture with integrity.
6. Provide other business services-related assistance and support as required, including in the areas of HR and WHS.
7. Comply with the ACTPS Code of Conduct, CMTEDDs Core Values and Signature Behaviours, ACTPS Respect Equity and Diversity framework and the requirements of CMTEDDs Work Health and Safety Management System – PeopleSafety.

This position may involve direct supervision of staff.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional/Technical Skills and Knowledge

1. Demonstrated ability in providing high-quality business support/services and reporting within compliance frameworks, including the ability to research and analyse information.
2. Well-developed interpersonal, oral, and written communication skills, with the ability to tailor advice to a range of audiences.
3. Demonstrated ability to exercise initiative, identify when service improvements are needed and develop effective ways in which appropriate improvements can be achieved, and adapt work practices in response to changing demands in the workplace.

Behavioural Capabilities

4. A history of developing productive working relationships with internal and external stakeholders, including a demonstrated ability to supervise staff.
5. A record of contributing to improving business results through innovation and improved ways of working.
6. Demonstrated understanding of ACTPS Values and Signature Behaviours, ethical standards, and a demonstrated self-awareness, professionalism and a proven commitment to the ongoing integration of workplace respect, equity and diversity work practices and workplace health and safety principles and practices.

Compliance Requirements / Qualifications

Experience using Microsoft products including SharePoint, Visio, Excel etc, is highly desirable.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior Business Services Officer – Business Improvement (P54238) and indicates how frequently each of these requirements would be performed. Please note that CMTEDD is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

Our workforce has transitioned to flexible hybrid working arrangements. This may include working from home or other work sites where agreed. Staff are provided information on how to work from home safely and effectively.

| ADMINISTRATIVE | FREQUENCY |
|-----------------------------|--------------|
| Telephone use | Occasionally |
| General computer use | Frequently |
| Extensive keying/data entry | Occasionally |
| Graphical/analytical based | Occasionally |
| Sitting at a desk | Frequently |
| Standing for long periods | Never |
| Designated workstation | Frequently |

| STANDARD HOURS | FREQUENCY |
|--|--------------|
| Flexible working hours (access to flex time) | Frequently |
| Fixed or specified start/finish times | Occasionally |
| Expected to work extensive hours over a significant period due to the nature of the duties | Occasionally |
| Access to Accrued Days Off (ADO's) | Never |
| Peaks and troughs | Occasionally |
| Frequent overtime | Never |
| Rostered shift work | Never |

| SOCIAL DEMANDS | FREQUENCY |
|---|------------|
| Work with others towards shared goals in a team environment | Frequently |
| Work in isolation from other staff (remote supervision) | Never |
| Working in a call centre environment | Never |
| Working directly with the public | Never |

| PHYSICAL DEMANDS | FREQUENCY |
|--|-----------|
| Distance walking (large buildings or inter-building transit) | Never |
| Working outdoors | Never |

| MANUAL HANDLING | FREQUENCY |
|------------------|--------------|
| Lifting 0 – 5kg | Occasionally |
| Lifting 5 – 10kg | Occasionally |
| Lifting 10kg+ | Never |
| Climbing | Never |

| | |
|---|--------------|
| Reaching | Occasionally |
| Bending/squatting | Occasionally |
| Push/pull | Occasionally |
| Sequential repetitive movements in a short amount of time | Occasionally |

| TRAVEL | FREQUENCY |
|---------------------------------------|------------------|
| Frequent travel – multiple work sites | Occasionally |
| Frequent travel – driving | Occasionally |
| Frequent travel – interstate | Never |

| SPECIFIC HAZARDS | FREQUENCY |
|---|------------------|
| Working at heights | Never |
| Exposure to extreme temperatures | Never |
| Operation of heavy machinery e.g. forklift | Never |
| Confined spaces | Never |
| Excessive noise | Never |
| Low lighting | Never |
| Handling of dangerous goods/equipment | Never |
| Working with asbestos | Never |
| Potential to encounter agitated customers | Occasionally |
| Exposure to potentially distressing case material | Never |

| OTHER | FREQUENCY |
|--|------------------|
| Uniform required | Never |
| Personal Protective Equipment (PPE) required | Never |